

Task Book: Assessment Guide

Cadre: Information Technology

Organization: Logistics Section, Communications Unit

Position: Communications Unit Leader

Date: *August 2006*



FEMA

*Leading America to prepare for, prevent, respond to,
and recover from disasters.*

Position Task Book: Purpose

Position task books have been developed for positions within the FEMA Disaster Workforce. Each task book lists the essential tasks for the specific position.

Task books are designed to:

- Describe the tasks to be performed for a given position.
- Determine training needs of individual employees.
- Serve as a tool for promoting task-related performance feedback throughout a deployment.
- Record performance assessment data.

At the completion of a deployment, your supervisor will identify the tasks you were able to perform and the tasks needing improvement. Task books do **NOT** replace the standard performance appraisal process.

Responsibilities

Listed below are the responsibilities associated with completion of this position task book.

The **Individual Employee** is responsible for:

- Reviewing and understanding instructions in this task book.
- Identifying desired objectives/goals related to the assigned tasks and subtasks.
- Providing background information to the supervisor.
- Demonstrating the ability to perform all tasks and subtasks for an assigned position.
- Working with the supervisor to improve performance as needed.

The **Supervisor** is responsible for:

- Being qualified and proficient in the position being evaluated or seeking technical assistance from someone who is qualified.
- Meeting with the individual employee and determining past experience, current qualifications, and desired objectives/goals.
- Reviewing task and subtask expectations with the individual employee.
- Explaining to the individual employee the evaluation procedures that will be used.
- Accurately evaluating and recording demonstrated performance of tasks and subtasks.
- Completing the evaluation record within this task book.
- Providing constructive feedback to the employee.
- Suggesting steps for improving performance as needed.

FEMA Task Books are produced by the Emergency Management Institute (EMI).

For more information or to suggest changes, corrections, or improvements, please contact:

Emergency Management Institute
National Emergency Training Center
Emmitsburg, Maryland 21727
* ATTN: "Position Task Book"

Assessment Instructions

This task book is used to guide the performance assessment process. Onsite supervisory personnel will assess members of the Disaster Workforce cadres using this document and provide feedback. This assessment process is to document performance of required tasks and to identify development plans for improvement.

Who Must Receive an Assessment? All personnel who have been deployed for a minimum of 10 days, including permanent full-time employees, disaster assistance employees (DAEs), and core positions, must receive an assessment. This assessment does NOT replace the completion of the FEMA 90-106, Performance Appraisal for DAEs. The information gathered from this assessment process can be used to support the performance appraisal process.

When Is Performance Assessed?

Mandatory: This assessment MUST be completed at the end of the deployment.

Optional: An interim assessment may be conducted when there is:

- A change in job title.
- A change in supervisor.
- Job performance indication that improvement is needed.
- An employee request for an assessment.

How Is the Assessment Completed?

Review the tasks listed. These task lists should be used to help you collect performance information. To collect performance information, you should observe the employee. Make sure you have specific examples of the employee's strengths and weaknesses. Then, complete the assessment record as follows:

Insert the start and end dates of the assessment period.

Insert the employee's full name and disaster number.

Assessment Record: <u>Employee Common Tasks</u> (Page 1 of 4)		Performed	Needs Improvement	N/A
Assessment Period: Start Date	to End Date:			
Employee Name: _____ Disaster Number: _____				
Task 1: Follow pre-deployment and check-in procedures.				
1.1	Confirm availability in response to Deployment Support request.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Make travel arrangements through agency-designated travel agent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Check in with Deployment Support staff upon arrival.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Check in with disaster supervisor for orientation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Read each subtask and then check the appropriate box to indicate if this employee has performed it or if improvement is needed. Check N/A if the subtask was not required to be performed.

After each set of tasks, add comments on the employee's strengths and areas for improvement. It is recommended that you conduct a feedback session in order to:

- Highlight accomplishments and positive performance.
- Provide constructive feedback in areas that need further development.

Find a private location to conduct the session. During the feedback session, you may want to:

- Begin by asking the individual to comment on his or her strengths and weaknesses.
- Next, present a summary of the overall performance strengths demonstrated during the performance period.
- Then, review the assessment record and comments. Discuss the areas requiring performance improvement.
- Encourage the individual to make comments regarding the assessment.
- Finally, sign and date each section.

Cadre: Information Technology**Organization: Logistics Section, Communications Unit****Position: Communications Unit Leader****Employee Common Tasks**

- Follow pre-deployment and check-in procedures.
- Follow check-out procedures.
- Complete ongoing administrative procedures.
- Establish and maintain positive and ethical behaviors during interpersonal, intra-agency, and interagency interactions.
- Help resolve problems/issues and make effective decisions.
- Prepare written reports and other documents.
- Communicate orally with others to exchange and clarify information.
- Exhibit an understanding of relevant safety and security procedures.

Communications Unit Leader Position-Specific Tasks

- Manage the Communications Unit.
- Serve as the IT Coordinator for the disaster operation (if responsibilities are not delegated).
- Serve as the Information System Security Officer (ISSO) for the JFO.
- Coordinate the facility search with Logistics and facility checks.
- Participate in pre-deployment and closeout IT conference call.
- Coordinate with other Logistics Section Units to develop the JFO floor plan creation.
- Oversee the design of the network configuration (server location, workstation locations, printer locations, and access point locations).
- Coordinate with Mobile Emergency Response Support (MERS) and Disaster Response (DR) on server setup, resource and personnel planning, and phone switch and SpectraLink (wireless phone system) setup.
- Oversee the establishment of the Helpdesk function.
- Oversee the IT support to Disaster Recovery Centers (DRCs), Mobilization Centers, Staging Areas, and Receiving Areas.
- Manage Communications Unit staff.
- Develop required reports.
- Create an open and team-based work environment.
- Oversee the ongoing professional development of assigned personnel.
- Perform closeout operations.

Organization: Logistics Section, Communications Unit
Position Title: Communications Unit Leader

Assessment Record: <u>Employee Common Tasks (Page 1 of 4)</u>		Performed	Needs Improvement	N/A
Assessment Period: Start Date ____/____/____ to End Date: ____/____/____				
Employee Name: _____ Disaster Number: _____				
Task 1: Follow pre-deployment and check-in procedures.				
1.1	Confirm availability in response to Deployment Support request.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Make travel arrangements through agency-designated travel agent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Check in with Deployment Support staff upon arrival.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Check in with disaster supervisor for orientation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Complete check-in procedures at duty station to obtain additional information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Complete appropriate Federal waiver forms (retired Federal annuitants only).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7	Report to the Logistics Helpdesk to obtain requisition for accountable property and network access.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8	Obtain authorization for accountable property from supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.9	Locate assigned workspace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.10	Pick up equipment (e.g., computer, phone) at Accountable Property Office (APO).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.11	Obtain pertinent information about the operation (about the disaster, Joint Field Office (JFO), facility safety and security).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.12	Review the task book for assigned position and clarify supervisor expectations as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.13	Display DHS/FEMA identification in the proper manner (i.e., wear badge above the waist).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.14	Demonstrate full and consistent compliance with all pre-deployment policies and check-in procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 2: Follow check-out procedures.				
2.1	Schedule debriefing session with supervisor to complete the task book assessment record and performance appraisal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Submit final time and attendance (T&A) statement signed by supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Make return travel arrangements through agency-designated travel agent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Prepare final travel voucher in coordination with the Cost Unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Return equipment to APO for release.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6	Clear workstation and return supplies to Supply Unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7	Submit check-out form(s) with supporting documentation (e.g., task book assessment record, performance appraisal form) as instructed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8	Check out through Deployment Support staff with required information (e.g., job completed, rotation).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9	Demonstrate full and consistent compliance with all policies and check-out procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization: Logistics Section, Communications Unit
Position Title: Communications Unit Leader

Assessment Record: <u>Employee Common Tasks</u> (Page 2 of 4)		Performed	Needs Improvement	N/A
Task 3: Complete ongoing administrative procedures.				
3.1	Update Deployment Support and onsite supervisor with any changes in duty station, lodging, and/or emergency contact as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Complete T&A reports and input into automated system or submit for processing (bi-weekly).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Prepare travel voucher in coordination with the Cost Unit on a bi-weekly basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Get limited approvals (e.g., rental cars) renewed, as appropriate, on extended deployments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5	Reconcile Government credit card account statements with approved travel vouchers in accordance with split-pay policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Demonstrate full and consistent compliance with all administrative procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 4: Establish and maintain positive and ethical behaviors during interpersonal, intra-agency, and interagency interactions.				
4.1	Maintain a high standard of ethics required of Federal employees that is consistent with FEMA core values.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Demonstrate sensitivity to cultural diversity, race, gender, disabilities, and other individual differences in accordance with the Under Secretary's nondiscrimination policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Take measures to safeguard confidential information and records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Foster consensus building among coworkers, supervisors, and others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5	Cultivate professional relationships with coworkers and others to exchange information and work effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6	Handle differences/disputes with others in a positive, constructive manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7	Represent FEMA in a professional manner when working with internal and external parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8	Establish an effective rapport with individuals who are initially difficult, emotional, or distressed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9	Relate effectively to people from varied backgrounds and different situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10	Comply with chain-of-command principles by operating within the established lines of authority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11	Exhibit appropriate public stewardship of taxpayer dollars.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.12	Complete tasks using time and resources effectively and efficiently (e.g., keep travel time to a minimum, obtain lodging that is appropriate to duty station).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Record: <u>Employee Common Tasks</u> (Page 3 of 4)		Performed	Needs Improvement	N/A
Task 5: Help resolve problems/issues and make effective decisions.				
5.1	Adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Identify and analyze issues and problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Confer with coworkers, supervisor, and/or others as appropriate when making decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4	Generate alternative solutions or strategies to address problems or needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5	Assess the impact of alternatives on the overall operation and work unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6	Recommend alternative solutions or strategies for addressing the problems/issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.7	Contribute to group problem-solving efforts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.8	Implement group-derived solutions or strategies to address problems/issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.9	Submit items for the Remedial Action Management Program (RAMP).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.10	Deal effectively with pressure; maintain focus and intensity and remain optimistic and persistent, even under adverse conditions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.11	Exercise good judgment by making sound, well-informed, and timely decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 6: Prepare written reports and other documents.				
6.1	Write documents using "plain English" that are well organized and appropriate for the intended audience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2	Write clear and concise emails and other written documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3	Use email and other official modes of written communication for business purposes only.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4	Use computer software and programs required to support task performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.5	Submit written documents through the proper channels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.6	Proofread written documents before submission to ensure correct grammar, spelling, and punctuation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.7	Produce reports using established formats and on required forms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.8	Develop written materials that are complete and accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 7: Communicate orally with others to exchange and clarify information.				
7.1	Share relevant information and/or developments with coworkers, as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.2	Explain decisions, conclusions, findings, or recommendations to the appropriate person or group.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.3	Attend meetings to obtain information for use in programs, or to inform management of program status.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.4	Represent the cadre's role in a manner that promotes awareness of capabilities, services, and accomplishments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization: **Logistics Section, Communications Unit**
Position Title: **Communications Unit Leader**

Assessment Record: <u>Employee Common Tasks</u> (Page 4 of 4)		Performed	Needs Improvement	N/A
Task 8: Exhibit an understanding of relevant safety and security procedures.				
8.1	Provide for the safety, welfare, and accountability of coworkers during the entire period of deployment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2	Safeguard property and equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.3	Communicate potentially hazardous situations to immediate supervisor or Safety Officer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.4	Take necessary precautions when hazards exist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.5	Protect personal information to prevent identity theft.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.6	Comply with mandatory Information Technology security procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.7	Comply with the FEMA violence in the workplace policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employee Common Tasks and Subtasks Comments

Assessment Date: ____/____/____

Supervisor: _____ Employee: _____

Organization: Logistics Section, Communications Unit
Position Title: Communications Unit Leader

Assessment Record: <u>Communications Unit Leader Position-Specific Tasks</u> (Page 1 of 6)		Performed	Needs Improvement	N/A
Assessment Period: Start Date ____/____/____ to End Date: ____/____/____ Employee Name: _____ Disaster Number: _____				
Task 1: Manage the Communications Unit.				
1.1	Verify that the proper numbers of Communications Unit personnel are deployed to support the operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Establish teams to work in particular areas during JFO/Disaster Recovery Center/Mobilization Center setup.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Utilize the Incident Command System (ICS) principles to ensure proper staffing supervision span of control.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Manage day-to-day operations and ensure that customer expectations are met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Perform periodic staffing evaluations to determine if additional staff is required or if staff can be released.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Manage staff rotations to ensure proper operational coverage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7	Prepare and deliver performance evaluations for subordinate staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8	Oversee network and telecommunications operations and functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.9	Supervise Computer and Telecommunications Specialists when required (small JFO).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.10	Supervise Communications Unit Manager personnel when Managers are assigned to Communications Unit teams (medium to large JFO).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 2: Serve as the IT Coordinator for the disaster operation (if responsibilities are not delegated).				
2.1	Identify the required disaster IT services and assets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Provide for services and equipment through the use of the Telecommunications Information Management and Control System (TIMACS).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Coordinate installation of voice and data circuits with service providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Document the JFO configuration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Manage the services and equipment assets during the life of the operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6	Plan the recovery of FEMA owned and leased equipment from the sites and from personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7	Order service disconnects, disconnect the services, and return assets when they are no longer required for the operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 3: Serve as the Information System Security Officer (ISSO) for the JFO.				
3.1	Verify that the file server and each computer has and maintains the latest virus definition file.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Confirm that each workstation completes an automatic virus scan once each week.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Verify that any virus that is detected and quarantined is removed. Remove the unit from service until the method of delivery of the virus is determined and the system is cleaned or reloaded.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Check that all Microsoft security updates are installed on each workstation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization: Logistics Section, Communications Unit
Position Title: Communications Unit Leader

Assessment Record: <u>Communications Unit Leader Position-Specific Tasks</u> (Page 2 of 6)		Performed	Needs Improvement	N/A
Task 3: Serve as the Information System Security Officer (ISSO) for the JFO. (Continued)				
3.5	Verify compliance with the established certification and accreditation for all deployed disaster support systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Prepare a disaster operation plan in case of system failure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7	Review and, if necessary, respond to all Information Security Vulnerability Bulletins provided by the Computer Security Incident Response Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8	Maintain compliance with the DHS Homeland Security Advisory System (HSAS) implementation plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9	Check for any unauthorized hardware and software so that they are not introduced to the local network.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.10	Review software waiver for nonstandard software installation requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 4: Coordinate the facility search with Logistics and facility checks.				
4.1	Determine Dmark location for all telecommunication services to the building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Estimate the number of spare pairs available at the Dmark location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Determine if cable/satellite communication services are available in the building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Identify local service provider and location of the central office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5	Request telecommunications facility check from Mount Weather Emergency Operations Center (MWEOC).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6	Determine best location for telephone switch and server setup.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7	Verify that the facility has adequate grounding and power to meet the requirements for IT assets. Pass concerns on to the Logistics Section Chief.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 5: Participate in pre-deployment and closeout IT conference call.				
5.1	Attend and participate in the pre-deployment and closeout conference calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Identify required equipment, services, and personnel assets for the setup/closeout of the operation. If required explain the rationale for the requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Identify the point of contact for each location and provide contact information for the individual(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 6: Coordinate with other Logistics Section Units to develop the JFO floor plan creation.				
6.1	Work with the Logistics Section Chief or his/her designee on the layout of the JFO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2	Identify potential locations for the network equipment, telephone switch, and service provider Dmark locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3	Verify that the floor plan, if possible, does not exceed wiring standards for FEMA LAN/WAN connections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4	Develop and distribute procedures for addressing moves that affect the JFO floor plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization: Logistics Section, Communications Unit
Position Title: Communications Unit Leader

Assessment Record: <u>Communications Unit Leader Position-Specific Tasks</u> (Page 3 of 6)		Performed	Needs Improvement	N/A
Task 7: Oversee the design of the network configuration (server location, workstation locations, printer locations, and access point locations).				
7.1	Based on the approved floor plan, identify and configure the network and telecommunications switch room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.2	Verify that voice and data circuits are extended to the server and switch locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.3	Develop a wiring diagram for installation of wireless access points, printers and remote switches.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.4	Identify, if required, locations for hard-wired workstations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.5	Establish a lockable space for designated equipment (e.g., servers, switches, routers, and other communications equipment).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 8: Coordinate with Mobile Emergency Response Support (MERS) and Disaster Response (DR) on server setup, resource and personnel planning, and phone switch and SpectraLink (wireless phone system) setup.				
8.1	Identify the requirement for MERS and DR equipment and personnel during the pre-deployment and closeout conference calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2	Integrate the MERS and DR staff with regional permanent full-time (PFT) and Disaster Assistance Employee (DAE) staff to accomplish the mission.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.3	Manage the MERS and DR resources and release/return as the assets are no longer required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.4	Coordinate changes with MERS/DR management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 9: Oversee the establishment of the Helpdesk function.				
9.1	Install the Helpdesk software.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.2	Assign Helpdesk tickets to technicians.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.3	Oversee the timely completion of Helpdesk tickets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.4	Ensure that customer service expectations of the JFO management staff are being met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 10: Oversee the IT support to Disaster Recovery Centers (DRCs), Mobilization Centers, Staging Areas, and Receiving Areas.				
10.1	Coordinate with the Logistics Section Chief to identify support requirements for facilities external to the JFO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2	Identify required equipment, services, and personnel assets required for the setup/closeout of each facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.3	Identify the point of contact for each location and provide contact information for the individual.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.4	Issue TIMACS requests for the necessary services and equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.5	Manage the services and assets for each facility during the life of the operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.6	Disconnect services and return assets when no longer required for each facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.7	Verify that all services have been disconnected and that all bills are paid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization: Logistics Section, Communications Unit
Position Title: Communications Unit Leader

Assessment Record: <u>Communications Unit Leader Position-Specific Tasks</u> (Page 4 of 6)	Performed	Needs Improvement	N/A
Task 11: Manage Communications Unit staff.			
11.1 Assign tasks and establish priorities for staff members to balance the workload.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.2 Ensure that adequate supervisors are assigned to maintain an optimal span of control.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.3 Provide clear direction, assignments, and guidance to effectively structure and organize work activities, maximize productivity, and fulfill the incident objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.4 Brief HR staff members on relevant parts of the Incident Action Plan/JFO Coordination Plan and information received from meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.5 Develop and communicate emergency procedures that are consistent with the safety and security plans in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.6 Provide for the safety and welfare of assigned personnel during the entire period of supervision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.7 Establish and communicate basic work procedures (e.g., work hours, rotation schedule, contact list, staggering of work hours).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.8 Monitor employee performance to assess the need for possible rest or rotation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.9 Assess the need for and monitor the use of overtime hours, avoiding unnecessary expenditures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.10 Lead by example through acting in a fair and ethical manner toward others and demonstrating commitment to public service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.11 Write performance appraisals and discuss the results with staff members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.12 Complete task book assessment records and discuss the results with staff members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.13 Develop standardized guidelines or checklist for staff on how equipment (laptops, printers, scanners, etc.) is to be set up, addressing standardized installation procedures, naming conventions, file placement, etc., and providing information on where resources (drivers, software applications, etc.) are located.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.14 Establish policy guidelines for staff regarding acceptable connectivity procedures for personnel from other Federal agencies, the State, volunteer agencies, and contractors wanting to access their respective networks, email, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 12: Develop required reports.			
12.1 Obtain periodic status reports from staff and others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.2 Provide situation report information to the Logistics Section Chief or Logistics Services Branch Director.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.3 Provide situation updates to the Logistics Section Chief or Logistics Services Branch Director in preparation for the FCO Briefing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.4 Inform the Logistics Section Chief or Logistics Services Branch Director of any and all problems that may affect the delivery of disaster response and recovery assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Record: <u>Communications Unit Leader Position-Specific Tasks</u> (Page 5 of 6)	Performed	Needs Improvement	N/A
Task 12: Develop required reports. (Continued)			
12.5 Gather information to include in the required reports by monitoring work progress, personal observations, and reports from staff members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.6 Review and approve HR Unit reports being provided to the Planning Section.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.7 Maintain Unit/Activity Log (ICS Form 214).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 13: Create an open and team-based work environment.			
13.1 Encourage open communication and input from assigned personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.2 Foster consensus-building among assigned personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.3 Create a work environment where individuals are treated fairly in accordance with FEMA guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.4 Promote a teamwork environment that encourages individuals to share knowledge, work cooperatively, engage in continuous learning, and contribute fully to team-based efforts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.5 Distribute work equitably and appropriately among team members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.6 Take corrective action when problems arise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.7 Recognize effective individual and team performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 14: Oversee the ongoing professional development of assigned personnel.			
14.1 Conduct orientation sessions and arrange on-the-job training for new hires.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.2 Arrange for ongoing training and professional development for assigned personnel to develop required skill sets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.3 Coach and guide personnel in techniques and skills for handling challenging interactions and difficult situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.4 Coach personnel so that they can develop and maintain skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.5 Verify that assigned personnel attend mandatory training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 15: Perform closeout operations.			
15.1 Determine from management when sites are to be closed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.2 Perform the recovery of FEMA owned and leased equipment from the sites and from personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task 16: Perform other duties, as assigned.			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization: Logistics Section, Communications Unit
Position Title: **Communications Unit Leader**

Assessment Record: Communications Unit Leader Position-Specific Tasks
(Page 6 of 6)

Communications Unit Leader Position-Specific Tasks and Subtasks Comments

Assessment Date: ____/____/____

Supervisor: _____ Employee: _____